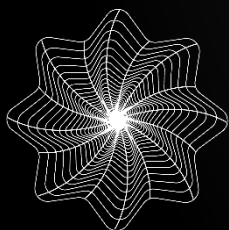




ASAN - New generation of public services

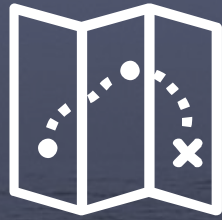
from reactive services to proactive services
from one-stop shop – to non-stop shop



Fariz T. JAFAROV
Director

**E-Gov Development
Center**

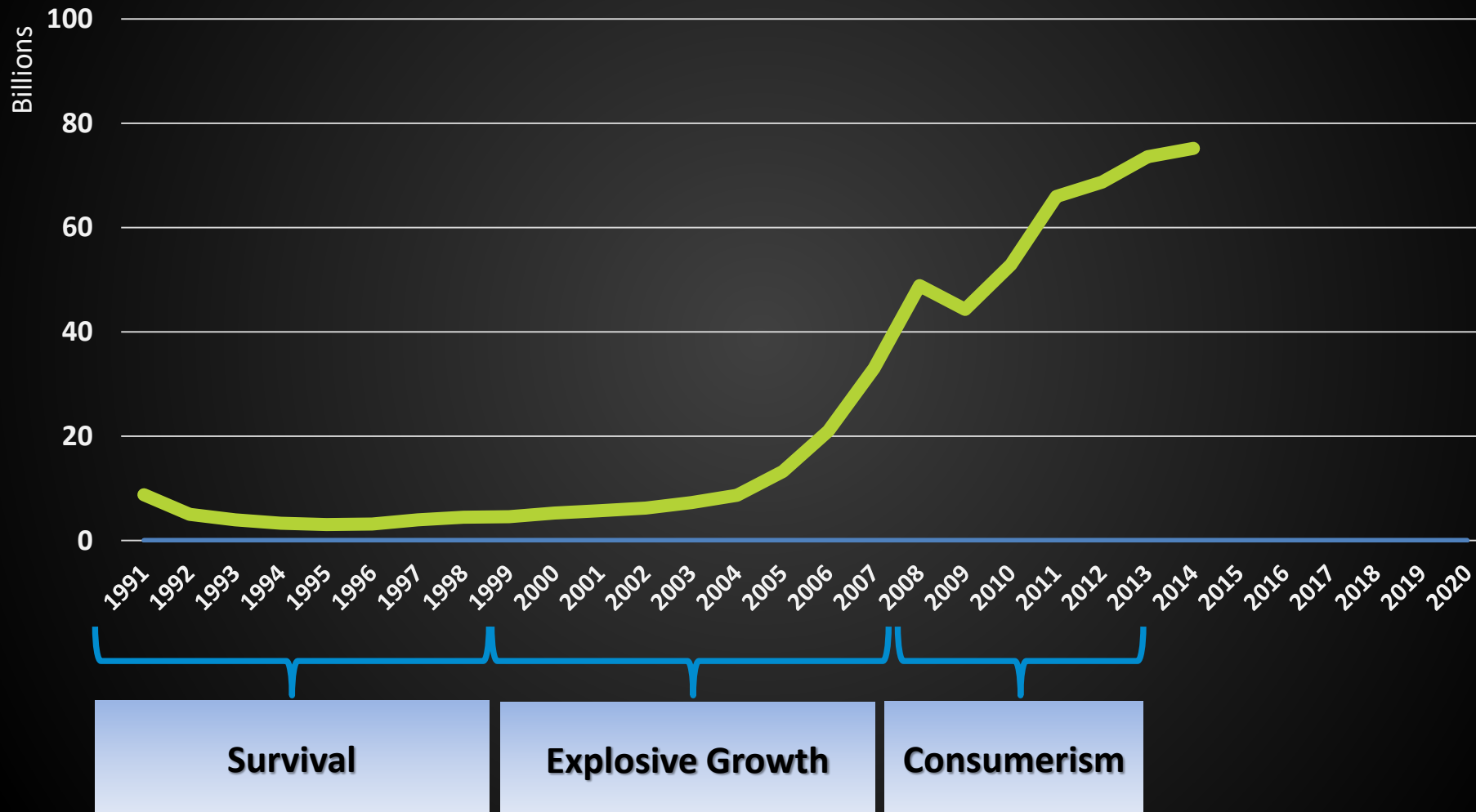
e-Gov Development Center of Azerbaijan



Contextual environment

GDP Growth in Azerbaijan

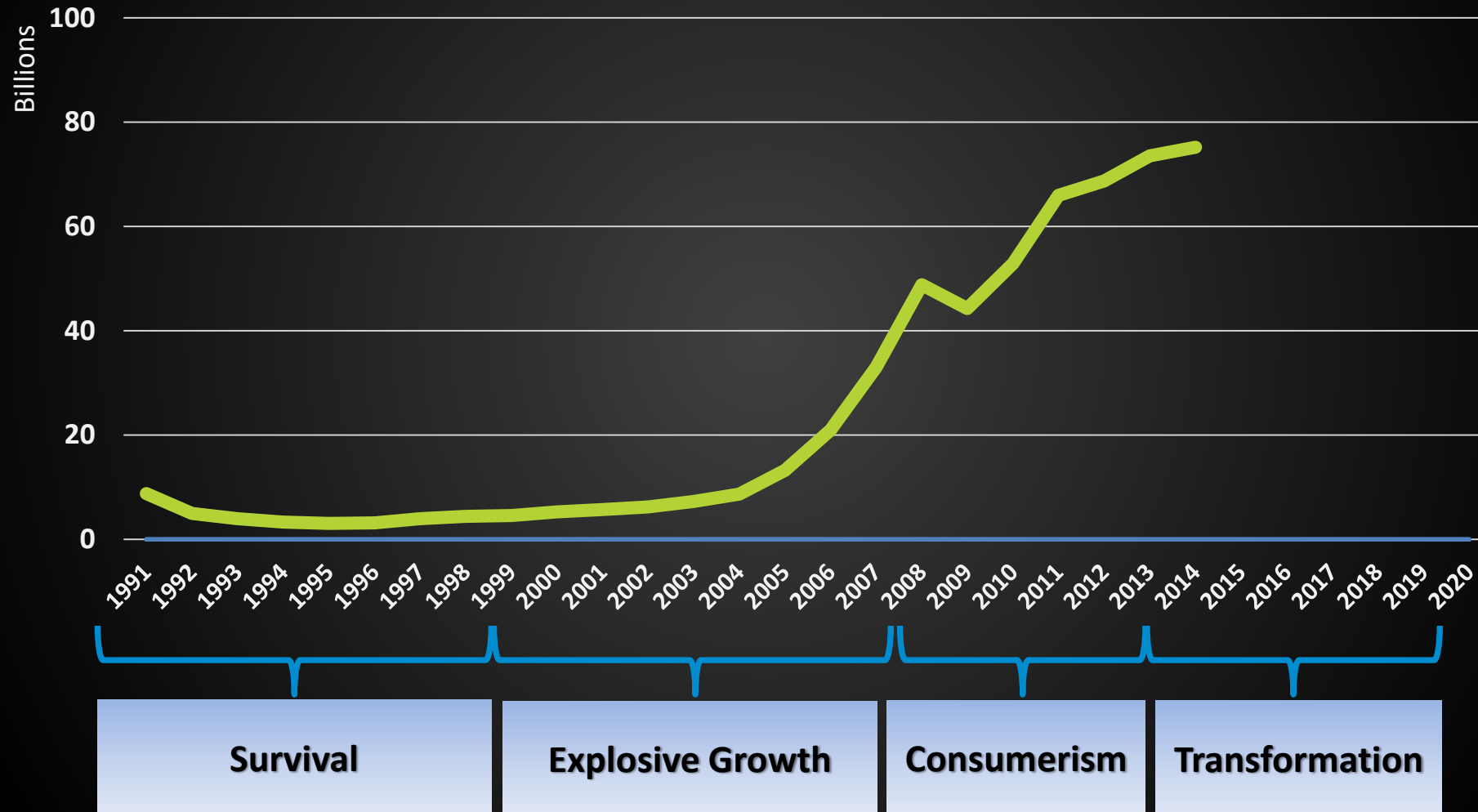
four periods of development



Data Source: World Bank Database

GDP Growth in Azerbaijan

four periods of development



Data Source: World Bank Database

Period of Transformation

Three Forces of Change



The new reality-oil is being left out of the equation

- Role for private investments will increase substantially
- Stronger push towards diversification, and greater role for services in the overall economy.



Generational Change



Modernization of the public services



ASAN

a NEW Operating system
for the management of public
institutions

Public Services

WAS a burden for the government & citizens



How it all started?

Growing demands of citizens for new generation of public services in the modern age.

A new State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan was established in July 2012 to manage ASAN Services.





THE PHILOSOPHY OF ASAN

Five Basic principles at the heart of operating System

#1: Accessibility



#3: Efficiency



#5: Innovation



#2: Accountability



#4: Transparency




İnsanlara xidmət göstərmək
hər bir dövlət məmuru üçün
əsas prinsip olmalıdır

İlham Əliyev
Azərbaycan Respublikasının Prezidenti

asan xidmət


We bring service to your doors



28 mart – 26 aprel 


Balakən 

Yevlax 


Astara 

Şəmkir 


Qusar 

14 aprel – 3 may 


Zərdab 


16 aprel – 10 may 


Xaçmaz 

20 aprel – 4 may 

Xızı 

20 aprel – 19 may 

Şirvan 

23 aprel – 7 may 

Binə Qəsəbəsi 



| asanxidmat

☎108

asan  xidmət

Mobile ASAN SERVICE



Cost efficient



TARGETING RURAL and REMOTE communities



1 mln People served

MOBILE ASAN BAKU

Call out services for citizens

75%

Of customer base comes from business community



Efficient service targeted to certain segments of society.



State services are available for citizens 6 days a week on call out basis



FREE for disabled people, insuring social solidarity within society.

Call 108



asan xidmat

asan xidmat

asan qatar
asan xidmat
ABAD

asan qatar

BİZ İSTƏYİRİK Kİ İNSANLAR RAHAT YAŞASINLAR, ƏN GƏZƏL XIDMƏTLƏRİ OLMAK İSTƏYİRİK.

asan xidmat





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ASAN

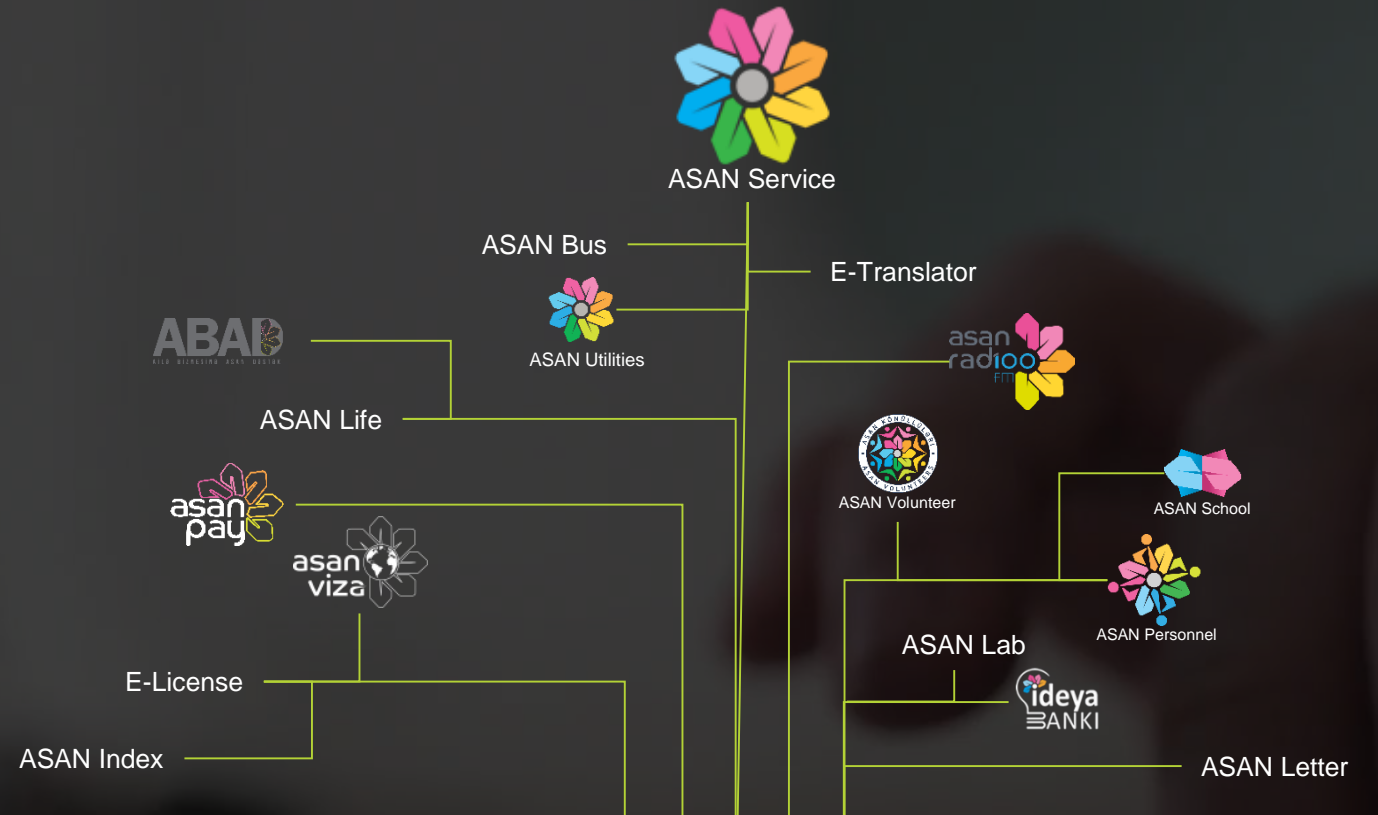
A new Universal **operating system**



We have established a universal platform that allows us to push individual reforms through a proven mechanism that receives wide public support and develops sustainable solutions that serves interest of the government and the public in the long run.

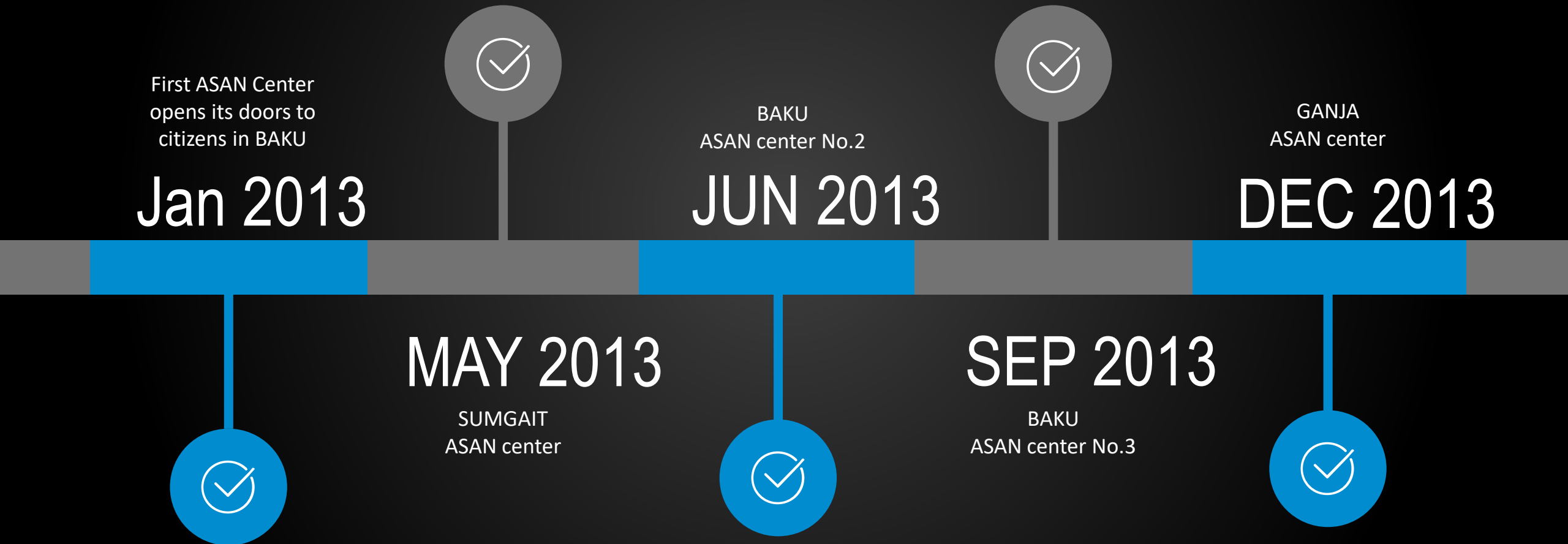


ASAN Applications



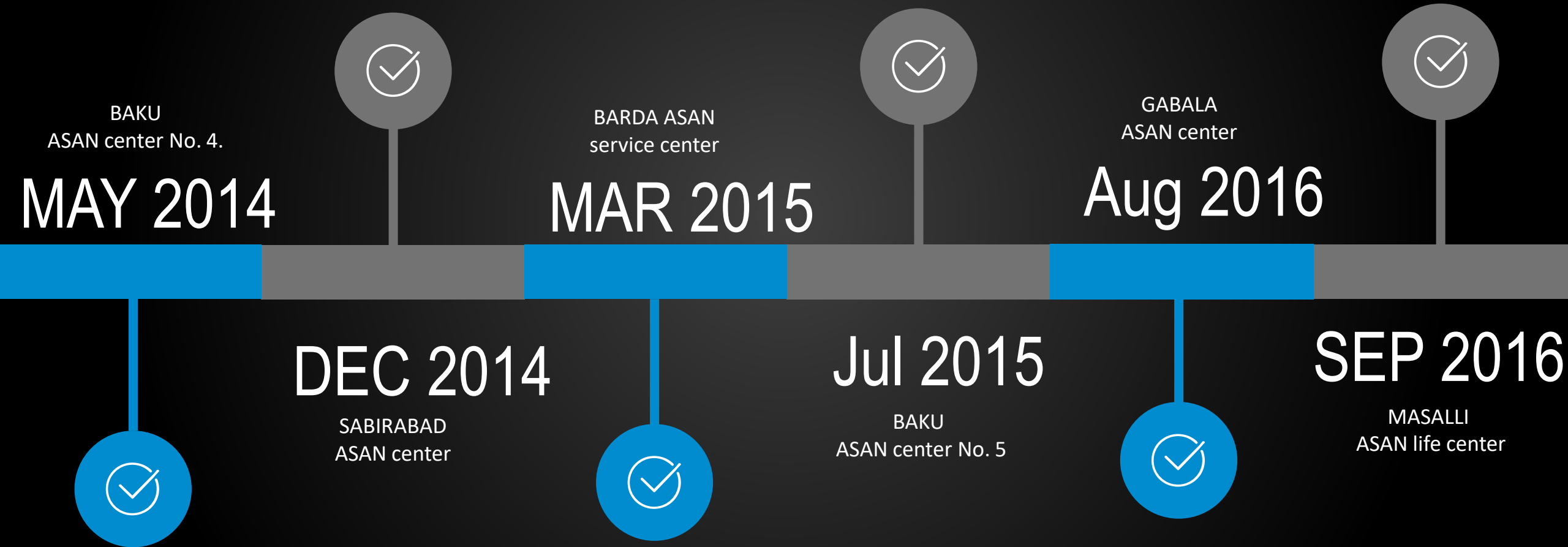
ASAN Centers **timeline**

Rapid nationwide rollout



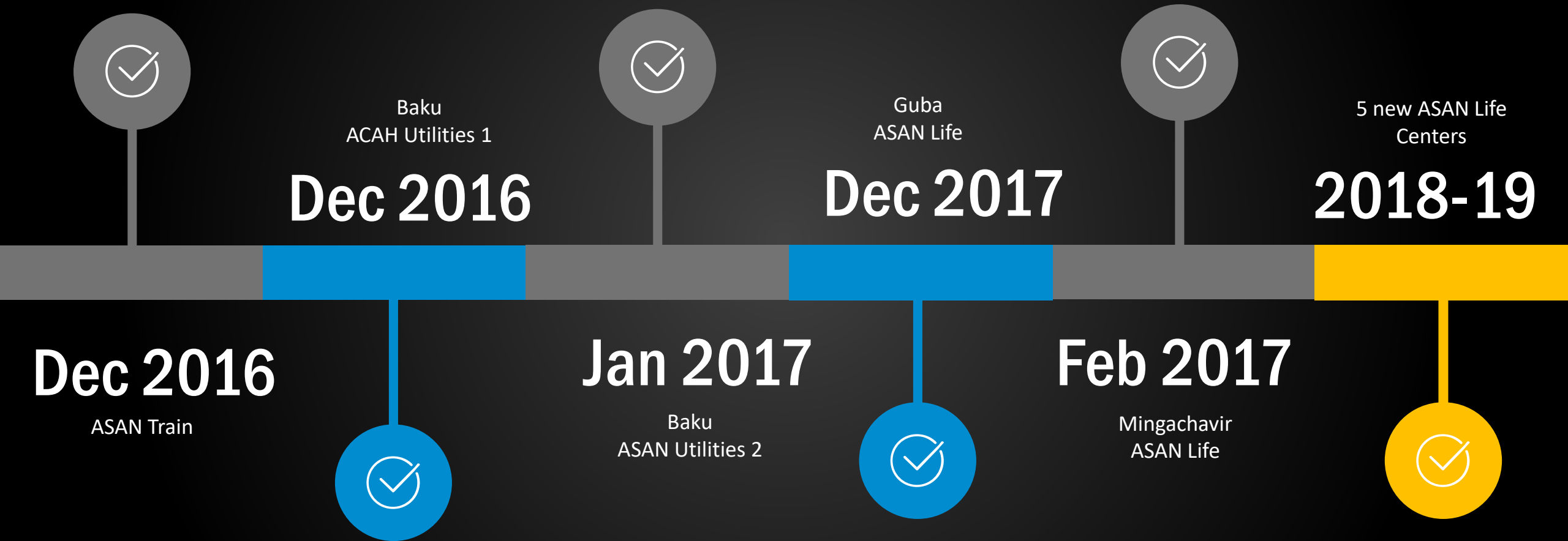
ASAN Centers **timeline**

Rapid Nationwide rollout



ASAN Centers **timeline**

Rapid Nationwide rollout



ASAN Service Center Statistics

Number of services rendered



22 million

May 2018



6 million

2015



3 million

2014

asan



xidmət

Social media facts



422K

Facebook user likes

100k

Talking about ASAN
on Facebook

50%

of Active Facebook
users in Azerbaijan

1st

Among state
organizations

Customer
satisfaction rate

98%



ASAN's commitment to excellence



**Quality Management
System**



**Occupational Health and
Safety
Management System**



**British Safety Council
Award**

ASAN SERVICE IS THE WINNER OF THE 2015 UNITED NATIONS PUBLIC SERVICE AWARD



- 1st place winner in the category of “Improving the Delivery of Public Services”
- First time in this category among post-Soviet countries
- UNPSA – the most prestigious international recognition of excellence in public service.
- UNPSA purpose – to reward the creative achievements and contributions of public service institutions towards a more effective and responsive public administration in countries worldwide.



Evolution of **ASAN**

Evolution of ASAN



Become attractive for businesses

ASAN as a Hub of services



Mobile services



Tourism
services



Legal
Advice



Internet
providers



Real estate
developers



Insurance



Utility services



Medical
Services



Cable TV
providers



Bank
Services



Apostille



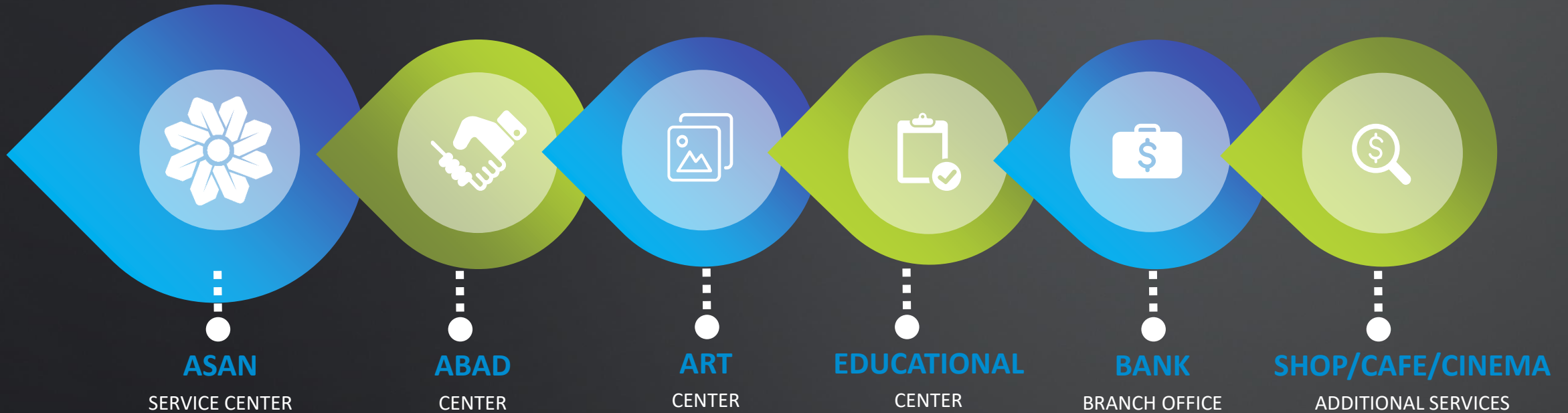
Advertisers

Evolution of ASAN



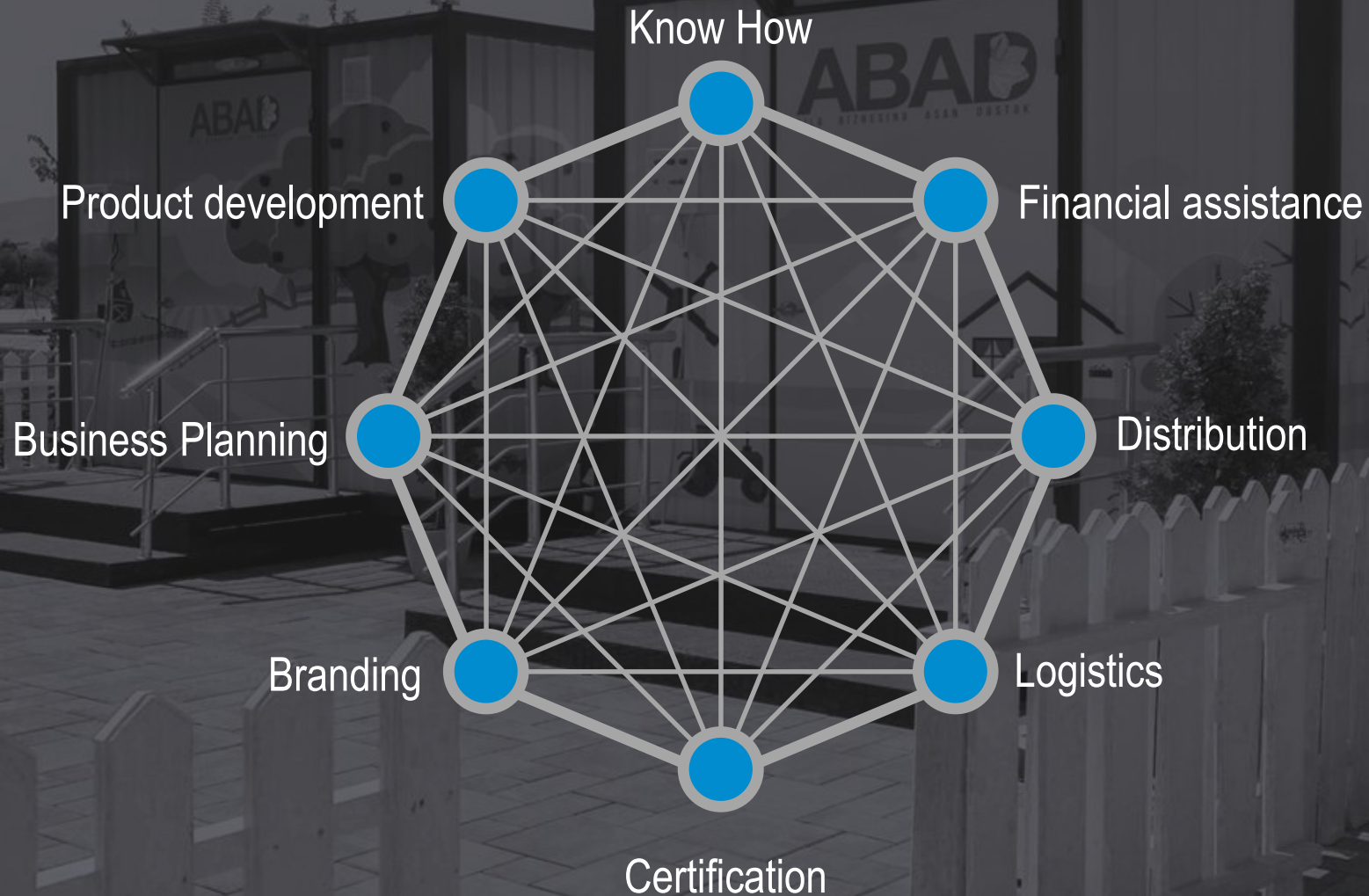
ASAN LIFE

New approach for regional infrastructure development and city planning



ASAN ABAD

Nationwide small family business support initiative







ASAN LIFE In Pictures



ASAN LIFE In Pictures

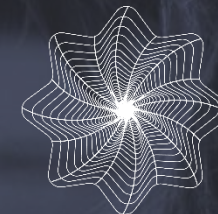


ASAN LIFE In Pictures





Our recent Projects



E-Gov Development
Center



ASAN VISA

Previous situation

Applying for Visa was cumbersome



Presence Needed

Have to be physically present



Documents Required

Need to submit hard copies



Time Consuming

Waste of time by physical presence and commute to consular offices



Long Waits

standing in queues



Giving up Passport

Submitting passport is inconvenient for regular travelers

Mission of ASAN Visa



SIMPLIFYING THE VISITOR VISA PROCEDURES ENSURING TRANSPARENCY AND
EFFECTIVENESS BY ADAPTING ADVANCED TECHNOLOGIES

ASAN VISA – NEW APPROACH



No need to be physically present



No need for hard copies submissions



No need to wait

within **3** hours



APPLY - E



PAY - E



GET - E



Visa upon arrival in 3 minutes





Next step is
ASAN visa 2.0



100 FM

Faydalı məlumat dalğası



Informing & Educating

Informing citizens about the public services, about their rights and raising issues that are important for the society



Collaborating

Reinforcing links between the government and society, having a healthy dialogue



New Format

An entertainment is mixed with collaboration on important policy issues, fostering social dialogue.



Services for **outsourcing**

Application of ASAN standards



Front desk



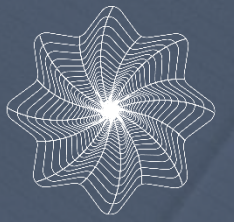
Call center



Consulting



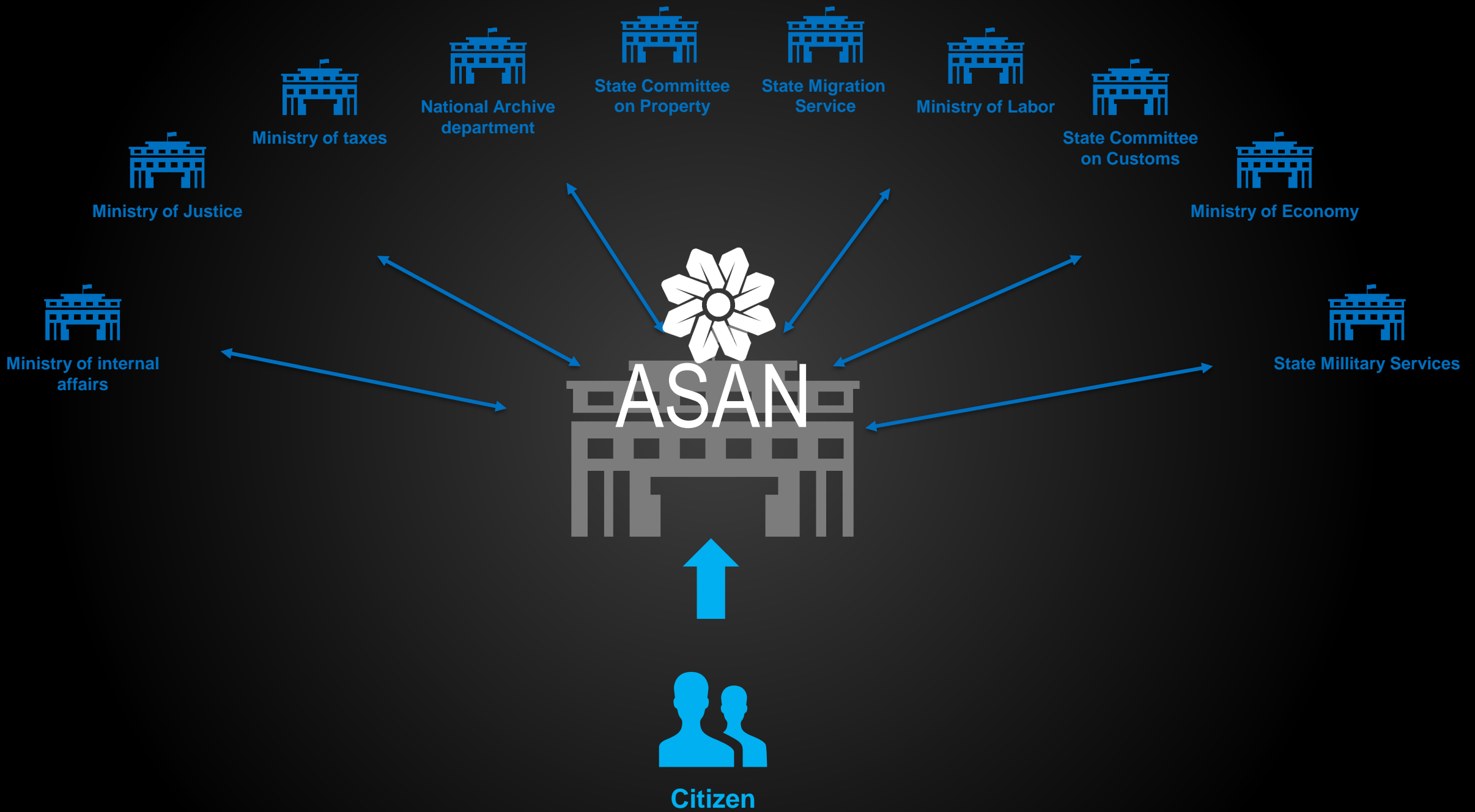
Training



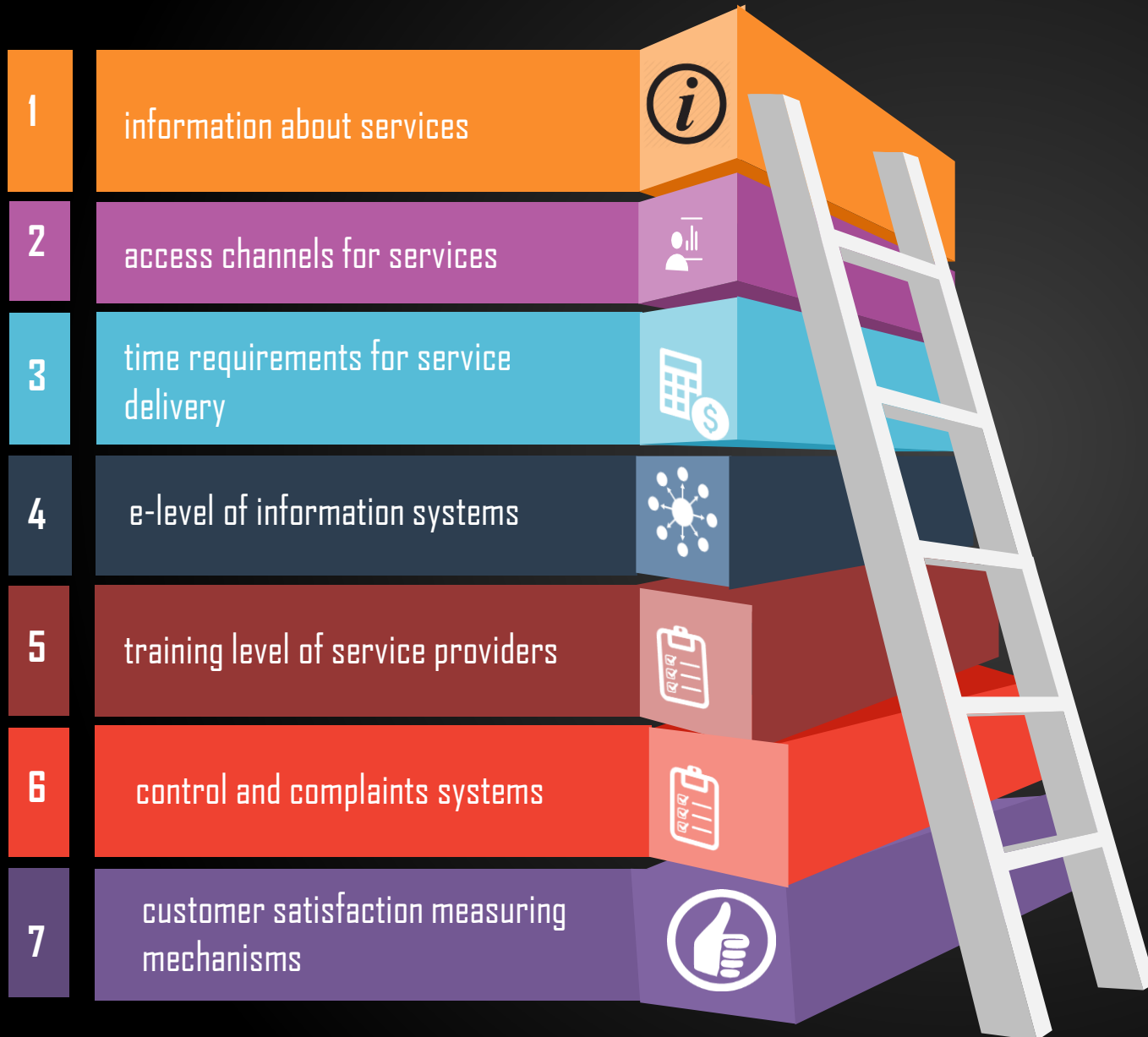
E-Gov Development
Center



A new era for public service delivery



ASAN Index



7 criteria for assessment of public services





Public Services's Portal



130
PUBLIC SERVICES

State Entities
Involvement in public
services and delivery
processes



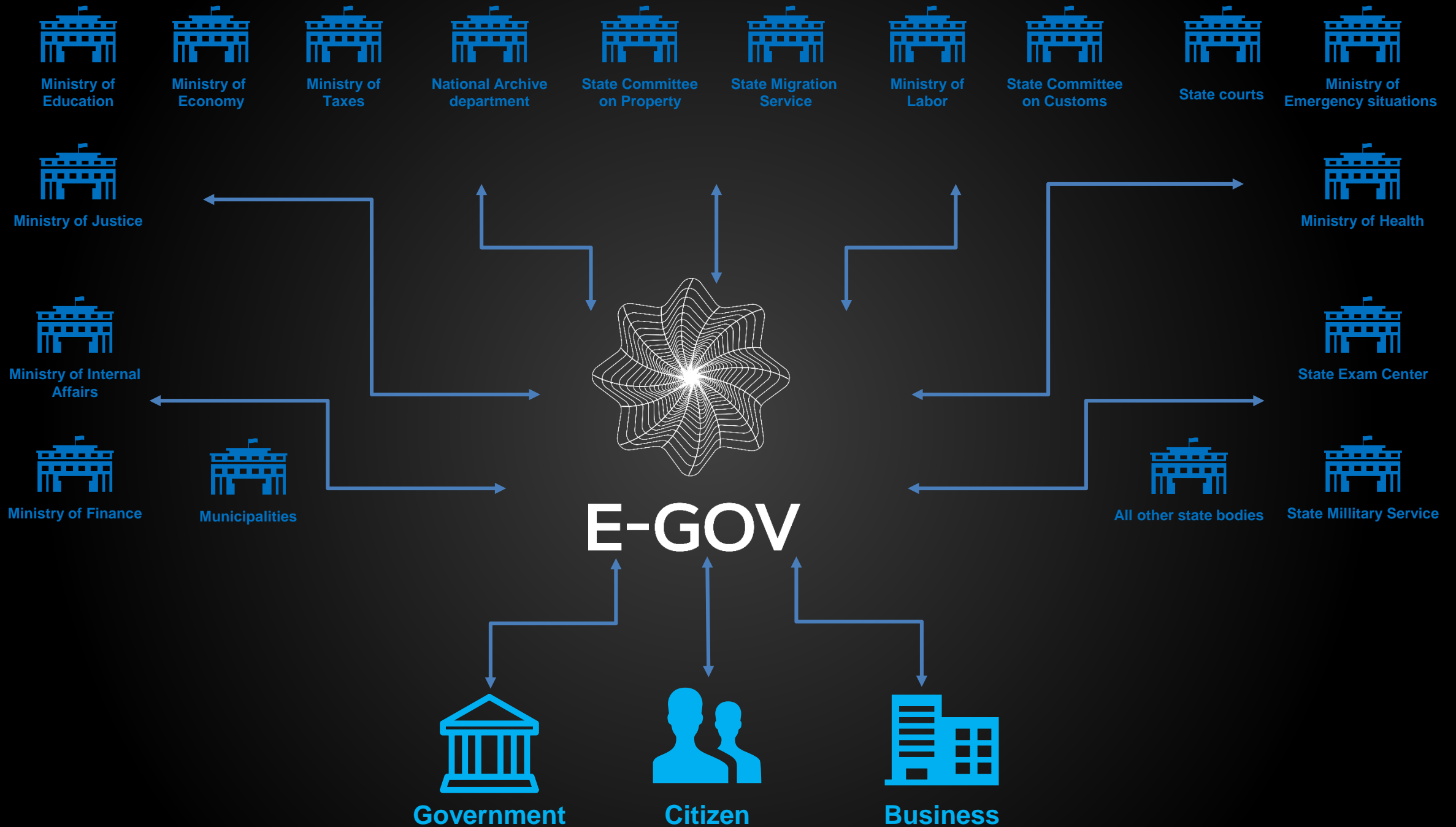
757
ASAN SERVICE INDEX

Public Services
Assessment of public
services



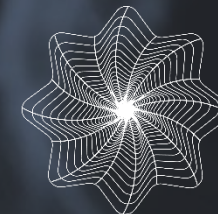
324
ASAN Application

Electronic services
Platform for collecting offers
and complaints about public
services



e-Gov Development

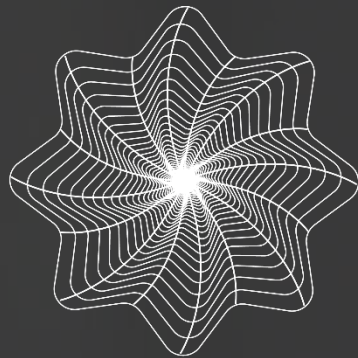
- Development of a new e-Gov model – proactive Government model
- Formulation of Single standards for the establishment of Information Systems
- Identification of Public Data Catalogue (PDC) and data sources
- Integrating Government information systems (interoperability)
- Developing the National GIS
- Adoption new legislation and amendment to the present ones



E-Gov Development
Center



Lets collaborate



E-Gov Development
Center

THANK YOU FOR YOUR
ATTENTION!